



Australian Government



Services
Australia

National Manager (several positions)

Technology, Digital Delivery and Service Design

Senior Executive Service Band 1 -
Candidate Pack

March 2025

ROLE OVERVIEW

Title:	National Manager, Technology, Digital Delivery and Service Design(several positions)
Classification:	SES Band 1
Employment status:	Ongoing
Groups:	Technology and Digital Programs and Service Delivery Excellence
Location:	Canberra, Adelaide, Brisbane and Melbourne
Closing date:	11:30pm AEST Wednesday, 9 April 2025

Merit pool

This process may be used to fill similar vacancies at this classification both within the Agency and the wider APS, as they become available within an 18-month period from the date this vacancy is notified in the APS Gazette.

Applicants from diverse backgrounds including First Nations peoples, people with a disability and those from different cultural backgrounds are encouraged to apply.

Location

Consideration will be given to high quality candidates who reside in Canberra, Adelaide, Brisbane and Melbourne.

About us

Services Australia (the Agency) is at the frontline of government service delivery, supporting millions of Australians. We support the economic, health and social wellbeing of Australia by delivering high-quality services and payments to the community on behalf of government. Our Agency's responsibilities include Centrelink, Medicare and Child Support services, as well as whole of government services such as myGov.

Our goal is to make government services simple, so people can get on with their lives. We're modernising the way we work to deliver a simple, helpful, respectful and transparent experience for customers.

About the roles

Technology and Digital roles (several positions)

The **Technology and Digital Programs (TDP)** Group is the largest in-house technology team in Australian Government, with over 4,000 staff across the country. TDP is the driving force, leading digital and technology transformation for the Agency and supporting cross-government initiatives, playing a critical role in harnessing the technological opportunities and capabilities government requires so we can deliver trusted services to all Australians.

The Group is supported by industry-leading technology foundations and cutting-edge digital platforms that improve government service delivery for the Australian public. The Group is also responsible for ensuring that Services Australia's complex information and communication technology ecosystem remains secure.

We are responsible for building technology foundations and platforms for the Agency, and across government, including the private sector, to accelerate the uptake of technology to improve the delivery of government services and payments to Australians.

We are looking for candidates with extensive knowledge and practical experience in ICT and digital delivery across a diverse range of technology disciplines.

Cyber role

Within TDP, the Cyber Security division is responsible for protecting the payments and services we deliver on behalf of government to the Australian community. We also protect the information systems of our shared services clients, the Department of Veterans' Affairs and the National Disability Insurance Scheme.

The division protects and defends access to our services in a world-class Cyber Security Operations Centre. We provide cyber security advice and support to business areas in the development and expansion of services. We also work collaboratively with the broader cyber security community, nationally and internationally, to share information, ensure best practice and enhance cyber security strategies.

Digital Delivery and Service Design roles (several positions)

The **Service Delivery Excellence Group** works together to shape, design and implement best practice for government service delivery. We strive to come up with new ideas that innovate and

enhance our current services, positioning the Agency for future success. We ensure the experiences of our customers and staff are at the heart of everything we do.

The National Manager (several positions) in the Service Delivery Excellence Group will be responsible for providing executive leadership and delivery of innovative, user-focused products and services that align with organisational objectives, including the Agency's customer strategy and 2030 vision.

This role requires systems thinking and design expertise, and digital delivery leadership experience to evolve government services and enhance the customer experience across the Agency's payments, services and channels.

The National Manager will be required to:

- Drive the customer and staff experience in identified high value areas for the Agency
- Lead multi-disciplinary teams at scale to deliver on agency-wide priorities
- Develop and implement design strategies that support government service delivery objectives and enhance user experiences
- Embed human-centred design as the way of working for the Agency, by building capability and promoting an agile and product mindset
- Apply customer insights and best practices to improve digital and other services
- Ensure services meet government policies, such accessibility standards and design principles
- Translate a design vision into efficient and effective delivery of service improvements
- Collaborate and partner across the Agency and broader APS, including engagement with customers, advocates, industry and other external stakeholders
- Build the design and digital leadership capability of the Agency.

Who we are looking for

We are looking for flexible and versatile leaders, with excellent leadership and interpersonal skills, sound judgement, strong customer focus and ability to engender respect and trust. Candidates must be driven to continuously learn, innovate and achieve outcomes in a dynamic, fast paced and challenging environment. You must have a passion and an understanding of new and emerging technologies and digital trends and the impact of these technologies on people and communities.

Applicants from diverse backgrounds including First Nations peoples, people with a disability and those from different cultural backgrounds are encouraged to apply.

Tertiary qualifications in a relevant field are highly desirable.

The roles may be filled on an ongoing or non-ongoing (fixed term) appointment.

A merit pool may be established to fill similar roles as they become available within an 18-month period.

Responsibilities of all SES employees in Services Australia

SES employees in the Agency must meet the following leadership requirements:

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- providing leadership within the Agency and the broader APS, characterised by a high level of accountability for outcomes and a commitment to working in a collegiate manner across all levels of government.
 - enabling and motivating staff to achieve high performance by creating a shared vision and sense of the Agency's purpose, and empowering staff to engage with risk.
 - modelling professional integrity and ethics through the active promotion of workplace practices and behaviours consistent with the *Public Service Act 1999* and the Australian Public Service (APS) Values and Code of Conduct including managing actual and perceived conflicts of interest.
 - providing high quality policy advice to government and implementing government programs.
 - delivering programs and projects on budget and on schedule and in a manner that achieves the outcomes they were designed to deliver and being accountable for those outcomes.
 - ensuring appropriate controls are in place to support compliance with legislation and promote a culture where changes in the legislation are communicated, and non-compliance is addressed.
 - ensuring the probity of all financial transactions in accordance with the *Public Governance, Performance and Accountability Act 2013*, the Agency's financial delegations and the Chief Executive's Instructions; and
 - ensuring compliance with all relevant legislation including the *Work Health and Safety Act 2011* and Agency policies.

Why you should work with Services Australia

There are many benefits to working at Services Australia. The following statement, which can also be found on the Services Australia website, outlines the benefits provided to employees.

Doing something that matters

Our principles are to make things simple, and be helpful, respectful and transparent

We rise to challenges fuelled by the knowledge that what we do matters. Our work can be challenging but is also rewarding, and suits people who are resilient and embrace innovation and change.

We help customers at key moments in their lives. Whether you are helping customers face to face or over the phone, supporting strategic policy, leading whole-of-government initiatives, or working in fraud detection, data and analytics and corporate and technology roles, every person in the Agency makes a real difference to Australians.

Join us in making government services simple so people can get on with their lives.

Being part of a large organisation with a strong future

Always evolving

Services Australia's long, proud history starts with the first payment of a pension in 1909.

Through all of life's milestones, and every unexpected event in between, Services Australia has always been and will be there to help. We will continue to make progress towards our vision of making government services simple so customers can get on with their lives.

Meaningful work in every corner of the country

National organisation with many locations

We are one of Australia's largest public sector employers.

We are located in every capital city and over 400 local, regional and remote locations across Australia.

Job opportunities in Services Australia can be right where you are or might be right where you want to be.

With sites across the country, we offer diverse employment opportunities so you can plan to take your career anywhere you want to.

Being valued for who you are

Be respected for the unique views and skills that you bring

Services Australia supports you to bring your whole self to work. We are at our best when we reflect the **communities we serve. We celebrate people with different cultural backgrounds and disabilities. We are also a leading** employer of First Nations Australians and an LGBTI+ gold employer.

We strive to have a culture where you will be supported, respected and valued by your colleagues and leaders.

You will work in an environment that is safe and secure and where you are encouraged to participate, collaborate, share ideas and grow to reach your full potential.

A work environment that meets your needs

Our conditions support your health, wellbeing and lifestyle.

Benefits include:

- 15.4% employer contribution to superannuation

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- competitive salary
 - strong focus on individual and team performance
 - recognition and rewards programs
 - school holiday care allowance
 - entry level programs
 - strong focus on security and work health and safety.

Leave benefits include:

- generous parental, annual and personal leave provisions with the ability to purchase additional annual leave
- access to annual and long service leave at half pay
- defence Reserve leave
- cultural/ceremonial leave.

Additional benefits include:

- adjustments to your workspace to meet individual needs
- accredited Breast-Feeding Friendly Workplace (ABA)
- internal and external learning and development
- study assistance
- annual flu vaccination
- employee assistance (counselling sessions)
- salary sacrifice.

Application Process

Eligibility

To apply, you need to be an Australian citizen.

An applicant's suitability for employment with the Agency will be assessed through a pre-employment screening process. This will include identity and criminal history checks.

You'll also need or have the ability to acquire an Australian Government security clearance to the appropriate level for the position. This will be arranged for you, if you're successful.

RecruitAbility Scheme

RecruitAbility applies to this vacancy. Under the RecruitAbility scheme, you will be invited to participate in further assessment activity for the vacancy if you choose to apply under the scheme; declare you have a disability; and meet the minimum requirements for the job. For more information, see RecruitAbility | Australian Public Service Commission (apsc.gov.au).

To opt-in to the RecruitAbility Scheme, please indicate 'yes' on the application form.

Remuneration

A senior executive remuneration package will be negotiated with the successful applicant based on skills and experience.

Reasonable adjustments

Executive Intelligence Group is committed to all prospective applicants and can provide reasonable adjustments during the application and/or the interview process. If you require **Executive Intelligence Group** to provide reasonable adjustments, please contact our Project Managers: Catherine Jennings or Renee Brassington on 02 6232 2200 for a confidential discussion.

More Information

If, after reading the selection documentation, you require further information please contact Karina Duffey at Executive Intelligence Group on (02) 6232 2200 or admin@execintell.com.au.

Preparing your application

Your application should include a CV and a statement of claims (a short 'pitch' of approximately 1000 words) drawing out why you are interested in the roles, what you offer the agency, your skill set, relevant career history and achievements, and your leadership attributes. In preparing your application, we suggest you take account of the following':

- **SES Performance Leadership Framework**. This sets the expectations for all SES employees.
- **Secretaries Charter of Leadership Behaviours**. This sets out the behaviours Secretaries expect of themselves, the SES and across all levels of the APS. The Charter focuses on behaviours that support modern systems of leadership within the construct of the APS Values and Code of Conduct.
- **Integrated Leadership System upon which the above behaviours are built**.

For more information, please [visit the Australian Public Service Commission's page on Senior Executive Service \(SES\) recruitment](#).

In addition to submitting your CV and a statement of claims (or 'pitch') you will be required to fill in some additional fields in our online application form. These include areas such as Key areas of expertise, Major Achievements, Staff Management and Budget Management.

All applications must be submitted via the [Executive Intelligence Group vacancies page](#). Please note applications close **11:30pm AEST Wednesday, 9 April 2025**.

How to apply online:

1. Go to the Executive Intelligence Group website and navigate to the Vacancies page (<http://www.executiveintelligencegroup.com.au/vacancies/>);
2. Find the vacancy you are interested in applying for and click 'More Info'. This will enable you to download the candidate information pack. This will assist you on how approach your application;
3. When you are ready to apply, find the vacancy you are interested in applying for and click 'Apply';

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4. Read the information about applying and press 'Start';
 5. This is where you will create your account if you are applying for the first time. If you have used our system previously you can log in with your user name and password;
 6. From here you will be guided through an online application form;
 7. At the end of the form you will be prompted to upload your CV and selection criteria/pitch. You **MUST** have your name referenced within the document/s you upload. Please note you should have this already saved in a single document it is preferable to keep the file name of the document short and without symbols for example: ***Surname First Name Ref No Job***. Where possible please upload your documents in PDF format, we are also able to accept documents in Word format.
 8. If you wish to change any of the sections before you submit you can click on the 'Summary' table on the right-hand side which will take you to the specific page;
 9. Submit your application; and
 10. You will receive an automatic email with a copy of your application.

Important things to note:

- When you apply for the first time, please create an account and make a note of your username and password;
- For subsequent applications, you will need to log in to your account and submit your application along with your CV and statement of claims/pitch. I.e. you will need to submit an application for **EVERY** vacancy you are interested in - submitting one application does **NOT** mean you will automatically be considered for other vacancies with Executive Intelligence Group.
- Please have your CV and statement of claims/pitch ready to upload in a single document. Make sure you take account of the requirements of the position and the selection criteria (if required) against which you will be assessed. In your CV, it is useful for you to provide a quick snapshot of the key responsibilities you have had in each role over the last 5 years;
- You will have an opportunity to review, edit and print your application before you submit. However, once it is submitted you will not be able to make any changes;
- In the event that you do not receive an automated email confirming your application has been submitted it is very important that you contact us as there may be an issue with your application lodgement;
- If you do not hear from us about the progress of your application within 3 weeks from the close date, please contact us for an update; and
- If at any time, you wish to withdraw from this process you will need to send an email to **admin@execintell.com.au** to let us know. You are unable to withdraw your application directly from the website.

We can be contacted on 02 6232 2200 or admin@execintell.com.au.

servicesaustralia.gov.au